

NOTICE OF VACANCY
October 18, 2021

POSITION: Public Safety Systems Administrator

DEPARTMENT: Technology Services

SALARY RANGE: PR6 \$73,999.10 – \$81,699.11

HOURS: Monday, Wednesday & Thursday 8:30am to 5:00pm
Tuesday 8:30am to 7:00pm
Friday 8:30am to 2:00pm

Statement of Duties: The Public Safety Systems Administrator is responsible for providing technical support for public safety systems including application support, training and project coordination. Employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Assistant Director/Development, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Supervisor reviews work to remain aware of progress, work methods used, and technical accuracy.

Confidentiality: Employee has regular access to confidential information such as employee records in accordance with the State Public Records law such as criminal records/investigations.

Supervisory Responsibility: The employee, as a regular part of the job is not required to supervise any City employees.

Judgment: The work requires the employee to examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Independent judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data to determine the most effective method(s) to accomplish the work.

Work Environment: The work environment involves everyday discomforts typical of an office setting. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to off-hours escalation and operational support to Public Safety for dispatch operations on a 24/7 basis.

Nature of Public Contacts: Relationships are primarily with co-workers and vendors doing business with the City. The employee serves as the recognized authority of the City in matters of considerable importance, including departmental practices, procedures, regulations or guidelines. The employee may be required to discuss controversial matters where tact is required to obtain cooperation.

Accountability: Consequences of errors, missed deadlines or poor judgment could result in excessive labor/material costs, adverse public relations, jeopardize programs, danger to public safety, or adverse public relations to the City.

Occupational Risks: Duties generally do not present occupational risk to the employee. Personal injury could occur, however, through the employee's failure to properly follow safety precautions or procedures. Examples of injury include bruises from falls, cuts or burns, or muscular strains from lifting or carrying office equipment such as personal computers, servers and/or monitors.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Responsible for ensuring that Fire and Police Departments are able to service the City through the availability of various technology tools including but not limited to computer aided dispatch systems, incident reporting, station and evidence alarms, detail billing, records management, police mug shots and prints, radio data communications, digital mapping, fleet maintenance etc.
2. Ensures database integrity is maintained at both public safety departments for dispatch, incident records and various support data applications, including but not limited to SharePoint Environments (SmartForce, SmartCity), Spillman and ESO Fire Incidents.
3. Coordinates projects installing or replacing systems and applications.
4. Maintains awareness of new developments in Police and Fire public safety computer hardware and software systems.
5. Acts as point person for all technology support service issues for public safety departments; reassigns to other TS staff as appropriate, ensuring and coordinating timely updates to the end users.
6. Schedules and provides technical support and training to employees on various technical applications and support tools.
7. Examines public safety operational support needs and recommends ways to improve operational effectiveness.
8. Cross trained on database services support when the Programmer/Analyst is temporarily absent or unavailable.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree in computer science or a related field; five to seven (5-7) year's experience; previous experience with software applications preferred; or any combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: None required.

Knowledge, Abilities and Skill:

Knowledge: Extensive knowledge of networking and data management technologies, hardware and software applications including system administration of Windows servers, networked PCs, networked printers and mobile devices; knowledge of the operations of public safety dispatch operations. Knowledge of report writing tools and the administration of database management products.

Abilities: Ability to develop effective working relationships with department personnel, subordinates, and vendors; ability to express oneself clearly and concisely orally and in writing. Ability to use personal computers and software including word processing, spread sheet, report writing, and data base management applications. Ability to turn descriptions of operational needs from lay persons into technical specifications, requirements, cost estimates, support training programs, and written procedures.

Skill: Excellent organizational skills; excellent data processing skills in the use of personal computers and database management and report writing software. Excellent analytical troubleshooting skills. Core networking skills for the installation, configuration, and maintenance of networked devices such as PCs, printers, servers and mobile devices. Proficient oral and written communication skills.

Physical and Mental Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

Little or no physical demands are required to perform work assignments. The employee is frequently required to lift, push or carry objects such as office equipment, personal computers, and monitors.

Motor Skills:

Duties are largely mental rather than physical, but the job may occasionally require the application of hand, eye coordination to perform activities such as operating a personal computer.

Visual Skills:

Visual demands require the employee to routinely read documents for general understanding and for analytical purposes.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

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